

# Registration

## REGISTRATION DATES

Registration will stay open until the classes are full. Please add your name to the waitlist if a class is full so that we will be able to plan for future classes. The only classes not offered online are fall preschool. **Please note new priority dates for online registration.**

1. Carlsbad residents online only: **Wednesday, May 9, 7 am.**
2. Phone, walk-in, mail and online (including non-residents): **Monday, May 14, 8 am.**

**Online Registration at CarlsbadConnect.org** Visit [www.CarlsbadConnect.org](http://www.CarlsbadConnect.org), click on [Register for Classes](#) to access our online registration program. First-time online registrants will need to create a Client ID and Family PIN. Call any community center to establish your account. Proof of residency will be required. Call any community center to report problems with the website, or e-mail [carlsbadconnect@carlsbadca.gov](mailto:carlsbadconnect@carlsbadca.gov).

**Holidays** Classes are not held on holidays. Makeups are normally on break weeks. Consult your instructor for the exact day and time. No makeups for aquatics classes.

Monday, May 28 ..... Memorial Day  
Wednesday, July 4 ..... Independence Day

**Registration Policy** Preregistration is required for all listed Recreation activities. Programs are filled on a first-come, first-served basis with waiting lists as necessary for each session period. An exception exists for Preschool; additional restrictions may apply. See the Preschool section for details.

**Program Changes** Class schedules, fees, instructors, policies and procedures are subject to change. If class minimums are not reached within 72 hours of the class start date, classes are subject to cancellation.

**Alternate Classes, Substitutions** For Drop-in and Mail-in registration, please use the Registration Form. In the event you are unable to register as requested, we will contact you for an alternative. If you are unable to choose an alternative, we will return your check.

**Refund Policy** Some programs may have specialized refund policies. Please check with staff if you have questions.

**PROGRAMS:** When the City cancels a fee supported Parks & Recreation program, the participant or payee shall be eligible for a full refund. When a registrant requests a refund prior to the second scheduled class or by trip deadline date the prorated fee for the first attended class will be charged prior to refund. Beginning on the second class date, no refunds or credits will be given. If a registrant fails to attend a program after it begins, the registrant is not entitled to a refund.

**RENTALS:** The application fee will not be refunded if the reservation is canceled. In the event of a cancellation by the applicant less than 30 calendar days in advance (for pool rental cancellation, notice must be given 10 working days in advance), the applicant will forfeit all rental fees paid. Upon notice of cancellation, any financial obligations incurred by the City of Carlsbad to accommodate the applicant or event will be invoiced and the applicant must pay the outstanding balance within seven calendar days of the date of the invoice.

Any payments by check or cash, a Cancellation Check Processing Fee of \$20 will be charged. If the customer prefers to have a credit to

avoid the Cancellation Check Processing Fee; a credit will be issued regardless of method of payment. All credits are good for 12 months from date of issue, and may be used for any Recreation Department program. After 12 months, any unused credits will be written off or you may elect to donate it to the Department's Opportunity Grants Program. Once a credit is issued, it cannot be exchanged for a refund. There are NO CASH REFUNDS. All refunds will be mailed approximately two to three (2-3) weeks after a request for refund is received. Thank you!

**Waitlist Policy** If an opening occurs in a class we will offer the class to the first Carlsbad resident on the waitlist. We will call and leave a message that an opening is available. You will have 24 hours to respond to our call and then we will call the next person on the list. Priority will be given to Carlsbad residents. Once the class is less than one week from starting, we will call down the waitlist and the first person to respond will be able to enroll in the class. We appreciate your patience and understanding with this process.

**Returned Checks** A \$35 service fee will be charged for all checks returned for insufficient funds.

**Proof of Residency** Carlsbad residents must show proof of residency with one of the following:

1. Property tax papers (original or photocopy with registrant's or participant's name). Note: A business OWNER who can show both proof of ownership and property tax payment will qualify, or proof of homeowner's tax exemption, but not employees of the business.
2. Utility/telephone bill (showing participant's/registrant's address)
3. Rental receipt/lease
4. Imprinted address on check (not acceptable if handwritten or with P.O. Box)

**AND** a photo I.D. Please include a copy of document used for proof of residency. Once you have shown proof of residency at one of the Community Centers, you can set up your online ClientID and Family PIN over the phone or in person.

**Non-Discrimination Policy** Carlsbad's Nondiscrimination Policy allows access for all residents wishing to participate. The City of Carlsbad and the Parks and Recreation Department prohibit discrimination on any basis protected under state or federal law in the administration of, or providing access to its programs or activities.

Citizens with a hearing impairment can utilize the services of California Relay Services for the hearing impaired (C.R.S.). C.R.S. personnel can be reached to relay your recreation inquiries to us in the Parks and Recreation Department by dialing (800) 735-0193.

The City of Carlsbad Parks and Recreation Department strives to provide quality programming for ALL individuals regardless of abilities by offering recreation events and programs that value diversity and promote an atmosphere that services the well-being of all who participate. The Parks and Recreation Department is committed to promoting acceptance, understanding and building positive relationships while creating community through people, parks and programs. The city partners with Kids Included Together (KIT), a national non-profit organization providing best practices training to support recreational programs that include access for all children regardless of ability. Inclusion support requests must be made a minimum of three weeks in advance of the class or camp start date. Please call 760-602-7522 for more information.

**Child Safety** For your child's safety, please make sure class is in session and the instructor is present before leaving your child. Parents or guardians are responsible for picking up their children at the end of class.